Operating Instructions

Com4Tel B5

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Operating Instructions Com4Tel B5

As of July 18th, 2002

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The product is subject to modifications and improvement in the course of technical development.

Contents

About these Instructions 1

Overview: About these instructions 1
Questions about this document 1
- Who is part of the target group? 1
- What kind of information is provided? 1
- What kind of information is not provided? 1
- How are these instructions structured? 1
- Which edition are you reading? 1

How do you get a printed copy? 2
- Prerequisites 2
- Printing the instructions 2
- Printing problems 2

What if you already worked with Com4Tel? 2
- What do we recommend to read? 2
- What if you want to look up something? 3

What if Com4Tel B5 is new to you? 3
- What do we recommend to read? 3

Getting Familiar with Com4Tel B5 4

Overview: Basic knowledge 4
What is Com4Tel B5? 4
- Features 4
- Operating possibilities 5
- Special controls 5
- What is 1st party call control? 5
- What is 3rd party call control? 5
- 1st party - 3rd party 6
- Windows functions and controls 7
- System requirements PC 8
- System requirements PBX 8
- Configuration of DDE signaling 9
- Convenient search in the phone book 10

Features 10
- Incoming connection 10
- Outgoing connection 11
- Additional telephony features 11
- Convenience features 12
- Partners 12
- Phone book 12
- Journal 13
- MS applications 13
- Interfaces 13
- Installation 14
- Terminal configuration 14
- Printing 14
- Adding an entry in the selection dialog 15
- Update 15
- Locking 15
- Call charge factor 15
- Automatic window display 15

Telephone configuration ... 16
Data transfer ... 16
Help ... 16
About ... 16
System menu ... 16
Dial parameters TAPI 2.1 ... 17
Canonic format ... 17
Configuring the interface ... 18
Office integration ... 18
Integrating macro for MS Word ... 19
Configuring the add-in ... 20
AEI ... 20
TSP ... 20
Synchronizing the call list ... 21
Starting from the desktop ... 21
Error in the partner display ... 21
Warning tones of the PC ... 21

Structure of Com4Tel B5 23

Overview: List of components and highlights ... 23
Components ... 23
Highlights: Overview ... 23
Component Com4Tel Main dialog ... 24
Status display ... 24
Com4Tel properties ... 24
New subscriber for the local phone book ... 24
Acoustic signaling ... 26
Destinations ... 26
Subscriber ... 26
Order of the destinations ... 28
Confirming the deletion of a subscriber ... 28
Connection window setup ... 28
Component partners ... 28
Subscriber ... 30
Partners in extra window ... 31
State of partner ... 31
Partner signaling with 3rd party ... 31
Component Com4Tel phone book ... 32
Global phone book ... 32
Open database ... 32
Database setup ... 32
Component Com4Tel Journal ... 33
Journal entry ... 33
Journal monitoring ... 34
To-do list ... 34
Call Back Subscriber ... 34
Component Com4Tel B5 Properties ... 34
Structure of Com4Tel B5 Properties ... 34
Dialogs of the Telephony area ... 34
Timed redial ... 35
Load phone book ... 35
Own name ... 35
Connection settings ... 35
Routing ... 36
New routing call number ... 36
Partner setup ... 36
Partner display ... 36
Limited partner signaling ... 37
Request partner ... 37
Voice mail ... 37
Key assignment for voice mail ... 37

Voice mail settings 37
Tool bars 37
Tool bars setup 38
Open dialog automatically 38
Forms 39
Design 39
Dialog of the Hardware area 39
Connect via 39
Configuration 40
Configuration TENOVIS TSPI 40
Call number mapping 40
What does call number mapping mean? 40
Running the call number mapping 40
Call number mapping for external applications 41
Call number mapping for global phone book 41
Status of the call number mapping 42
Automatic call number mapping 42

Operating Com4Tel B5 44

Overview: Operation 44
Starting Com4Tel B5 44
Prerequisites 44
Starting 44
Working with Com4Tel B5 44
Terminal phone book 44
What if Com4Tel B5 is not working? 45
Making calls as usual 45
Calling 45
Pick-up 46
Call forwarding 46
Dial Subscriber 47
Journal 48
Phone book 50
Call diversion 50
Connection windows 51
Clearing a connection 52
Editing the key field 52
What are destinations? 52
What are partners? 52
Properties of a key 53
Configuring a destination 53
Configuring a partner 53
Editing the properties of a key 53
Order of the destination keys 53
Deleting a destination key 54
Renaming a partner 54
Changing name and call number of a destination 54
Using the phone book 54
Properties and functions of the Phone book dialog 54
Which phone books can you use? 55
Which information does the phone list show? 55
Searching for and calling a subscriber with the global phone book 56
Using an entry of the global phone book as destination 56
Opening the help 56
Opening the Help contents 56
Searching for information 56
Displaying information about Com4Tel B5 56
Which information can you get? 57
Displaying the information 57

Glossary 59

Index **59**

About these Instructions

Overview: About these instructions

This topic provides information and answers questions about these instructions. You also learn how to print this document.

Questions about this document

You might have questions regarding this document. We will answer some questions to start with.

Who is part of the target group?

These instructions are intended for people working with the **Com4Tel B5** application or wanting to learn about its individual features. It makes no difference whether you are using the instructions in printed form or online.

Use this document as you see fit for reference purposes or to get an overview of the possibilities **Com4Tel B5** offers.

What kind of information is provided?

These instructions contain all information necessary for operating the **Com4Tel B5** application.

What kind of information is not provided?

These instructions do not contain information about commissioning and installing the **Com4Tel B5** application.

How are these instructions structured?

This document introduces the **Com4Tel B5** application step-by-step. Once you have read a few pages you will notice that the topics are structured similarly. Usually, an introduction to the topic is provided first. Then prerequisites or necessary knowledge are described followed by instructions. An illustration or example further clarifies the topic.

Which edition are you reading?

The following table lists information about this edition.

Compiled on:	July 18th, 2002

Basis	**Com4Tel** Version **B5**
Author	Sibylle Hardt
Editor	Hartmut Balzer
Available as	Online Help Acrobat Reader-file

How do you get a printed copy?

You would rather read these instructions on paper than on the PC screen. No problem! This document is prepared for being printed. Printing this file provides you with conventional operating instructions.

This document is printed in German A4 format and consists of about 65 pages.

Prerequisites

The following conditions must be met if you want to print the instructions.

- You need the **CTI** CD-ROM.
- An Acrobat Reader at least Version 4 or a later version must be installed on your PC. You can find the necessary software on the **CTI** CD-ROM.
- A graphics-capable printer must be connected to your PC.

Printing the instructions

You want to print the instructions.

1. In the file manager, open the **docu** folder of the CDROM.
2. Double-click the file **gb_Com4Tel.pdf**. The Acrobat Reader application opens and shows the instructions.
3. Select **Print** from the **File** menu of the **Acrobat Reader** application. The file is printed.

Printing problems

If you cannot print this document consult your system administrator. Your administrator can print a copy for you.

What if you already worked with Com4Tel?

If you already worked with an earlier version of **Com4Tel** take some time to learn about the new features of **Com4Tel B5**.

What do we recommend to read?

Even if you already worked with an earlier version of **Com4Tel** we recommend that you read the following topics.

- Structure of **Com4Tel B5**
- Starting **Com4Tel B5**

What if you want to look up something?

If you search for something or want to look up a topic use the table of contents or the index.

What if Com4Tel B5 is new to you?

If you are working with **Com4Tel B5** for the first time take some time to learn about **Com4Tel B5** and its possibilities.

What do we recommend to read?

If **Com4Tel B5** is new to you we recommend that you read at least the following topics.

- What is **Com4Tel B5**?
- Structure of **Com4Tel B5**
- Tool bar

Getting Familiar with Com4Tel B5

Overview: Basic knowledge

This topic provides the basic knowledge you will need for later topics. You can also refer to this section if questions arise later.

What is Com4Tel B5?

Com4Tel B5 is a CTI application.

Com4Tel B5 can be connected to a PBX via 1st or 3rd party call control.

After you installed **Com4Tel B5**, successfully, you are provided with an application that lets you operate the most important telephony features conveniently with the PC, and at the same time offers you PC functionality like e.g. integrating databases.

You find an overview of the various possibilities under **Highlights**.

When you start **Com4Tel B5** for the first time, the Main dialog with the following four areas is displayed:

Tool bars

Status display

Partners

Destinations

You find an introduction to working with **Com4Tel B5** under **Operating possibilities**.

Features

Com4Tel B5 offers the following possibilities.

- Using Microsoft Exchange phone books
- Using destination speed dialing and partners
- Call number identification with algorithm
- Convenient telephone control
- Accessing any phone books for dialing and call number identification

Operating possibilities

Com4Tel B5 offers a number of possibilities to edit phone book and Journal or use telephony features. The following list of controls i.e. actions provides you with an overview of possible measures leading to the same end. Try the different possibilities to find your individual style for working with **Com4Tel B5**.

The PC keyboard, the mouse and the keypad of a connected telephone terminal (if applicable) can be used as input media.

Please refer to the respective manual for how to operate the connected telephone.

Working with Com4Tel B5

The user interface of **Com4Tel B5** corresponds with the philosophy of Windows operating systems. You will get accustomed to working with this application quickly.

These instructions use terms you already know from working with Windows. You will also use the described functions when working with **Com4Tel B5**.

Special controls

Status display

Below the tool bars, if you have not changed their position, you find the status display. You are provided with different information depending on the state of your telephone. You can initiate functions displayed in the status directly from there.

Tool bar

In the icons of the tool bar a red dot is used to mark your own extension and a blue dot to mark other extension.

Partners

There are different ways to present partners. The default setting is that a part of the Main dialog is used for the partner display.

You edit the partner display and the selection of partners with the **Partner setup**.

You edit the Partner or Database setup as well as the setting of parameters for Automatic restore with special selection dialogs.

Destinations

One area of the Main dialog is used for the display of destination keys. You call a certain call number simply with one destination key. For information about editing destination keys please refer to **Destinations**.

What is 1st party call control?

1st party call control is characterized by a direct connection between telephone terminal and computer at a workplace. For exchanging information the two devices are usually connected with a cable.

Com4Tel B5 supports the current Tenovis T1 and T3 terminals. Other terminals that can be controlled via the MS TAPI can be used in the framework of a project.

What is 3rd party call control?

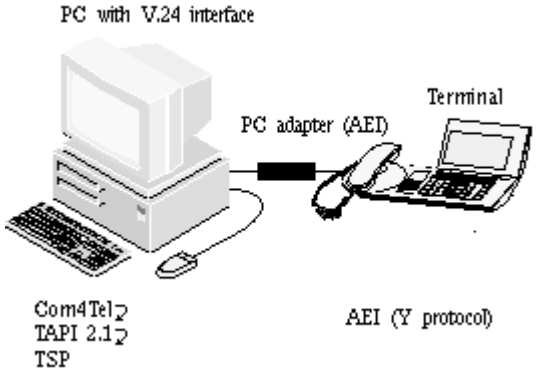
The so-called 3rd party call control offers a wider range of functions. The CTI software does not only control one terminal but a whole PBX. Direct

connections between computers and terminals are not necessary since all information on the terminals is stored in the PBX. The PBX must feature a CTI interface that is connected to a CTI server. The telephony software controlling the PBX has two parts. The first part is the control software running on the CTI server that communicates directly with the PBX. The second part is a telephony program running on each PC that establishes a connection with the CTI application.

With 3rd party call control some features of the supported terminals cannot be used.

You use the CTI software **conneCTIon** with **Com4Tel B5**.

1st party - 3rd party



A PC with installed **Com4Tel B5** can be run with several PBXs. You find an overview under **System requirements PBX**.

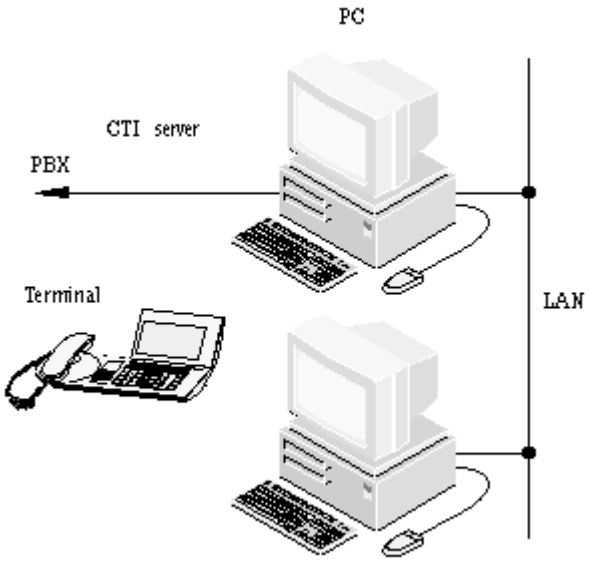
For error-free operation of **Com4Tel B5**, which is for optimal use of all telephony features, your PC must feature a TAPI 2.1 and a Telephony Service Provider.

Depending on the selection, the service provider Tenovis T1Y32 or Tenovis TSPI for connecting T1 and T3 terminals is installed when you install **Com4Tel B5**.

The connection between terminal and a free COM interface of the PC is established with a PC adapter. If you want to change the COM interface after the installation, activate **Drivers** with **Com4Tel properties** under **Hardware**.

The terminal must be equipped with an AEI. The interface must be set to Y-protocol.

3rd party



Com4Tel B5 is installed on a CTI client. This PC is connected with a CTI server via LAN. The CTI server is connected with the PBX via an ISDN CSTA connection. There is a logical instead of a physical connection between CTI client and terminal.

TAPI stands for Telephony Application Programming Interface. The TAPI is a standardized protocol for linking telephony applications with Windows™.

Note

If you are using **Com4Tel** as 3rd party application make sure that you entered a License server during the installation and that the necessary licenses are available.

Windows functions and controls

Activating the system menu

The Main dialog provides all commands of the system menu. The partner window provides some system menu commands.

Context menu

You can activate context-related menus. The commands of the context menu are active or inactive depending on the momentary context.

Click an area with the right mouse button to open a context menu.

Clipboard functions

Com4Tel B5 offers the usual functions **Cut**, **Copy** and **Paste**.

Sorting function

You can sort the lists of Journal and phone book.

Windows

You can minimize, maximize, move and close the **Com4Tel B5** windows as usual.

Please note the following restrictions.

The Main dialog can only be enlarged horizontally. You can change the width of connection windows. The areas for status display, partners and destinations can be only enlarged or reduced horizontally.

Extra windows can be selected for the presentation of tool bars and partners.

Tool bar

The icons of the tool bar allow fast access to important functions. If you do not know the meaning of an icon position the mouse pointer on the icon. A tool tip is displayed after a few seconds.

Click an icon to activate its function.

System requirements PC

A PC with standard components is the hardware basis. **Com4Tel B5** was developed as 32 Bit application for Windows operating systems.

To put the application to best use please check whether your PC meets the necessary requirements.

PC requirements

Processor	At least Intel 100 MHz (Intel-compatible)
Memory	At least 32 MB RAM
Hard disk	At least 8 MB available (additional memory for databases according to size)
Interface	Depending on the TAPI service provider
Video	At least VGA 640*480
Mouse	
CD ROM drive	
Sound card	Optional

If you want to use **Com4Tel B5** in a 3rd party configuration, an employee of Tenovis Comergo GmbH Service Center installs **Com4Tel B5** with the CTI server.

System requirements PBX

The PC **Com4Tel B5** is installed on can be run with the following PBXs. The features differ depending on the specific PBX functionality.

ICC

Via TH13.26 terminal AEI interface

Via TS13.26 terminal AEI interface

Via TAPI to CTI server

Integral 33/55

Via TH13.x1 terminal AEI interface

Via TM13.x1 terminal AEI interface

Via TS13.x1 terminal AEI interface

Via TAPI to CTI server

All features are available from Telephony software version E05.19 (D package) on.

Integral 3

Via TH13.24 terminal AEI interface

Via TM13.24 terminal AEI interface

Via TS13.24 terminal AEI interface

Via TAPI to CTI server

Integral 5

Via TH13.24 terminal AEI interface

Via TM13.24 terminal AEI interface

Via TS13.24 terminal AEI interface

Via T3 Compact terminal CTI module

Via T3 Classic terminal CTI module

Via T3 Comfort terminal CTI module

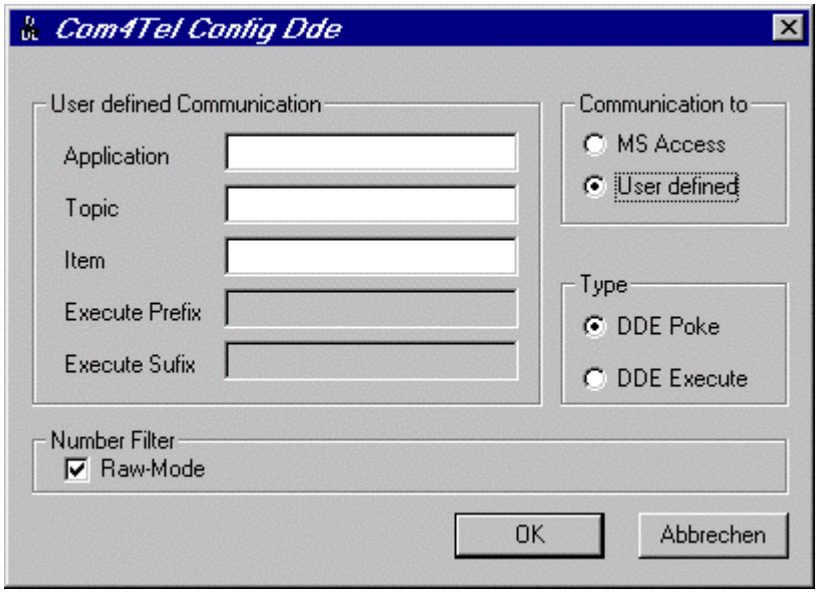
Via TAPI to CTI server

Different features are available depending on terminal type and software release. The icons of features that are not available with the current configuration are disabled in the tool bar.

Configuration of DDE signaling

Per default, **Com4Tel B5** provides the signaling of incoming and outgoing calls only for MS Access. In special cases this signaling can be switched to other applications. The parameters for the DDE communication have to be changed in the Windows registry. With the **DDEConfig** application you can do this without directly manipulating the Windows registry. All parameters to be set depend on the application a DDE communication is established with.

You find the **DDEConfig** application on the CD-ROM in the Com4Tel/DDE sub-folder.



Settings

Communication to

MS Access
Select the fixed communication configured for **Com4Tel** and the fields under **User defined Communication** and **Type** are of no consequence.

User defined
Switch the signaling to any other application. The individual parameters of the communication are set with the fields under **User defined Communication** and **Type**.

Type

DDE Poke
The call number is sent with the DDE poke to the DDE item defined under **User defined Communication** in the **Item** field.

DDE Execute
The call number is sent with DDE execute as DDE command. The call number is set between the fields **Execute Prefix** and **Execute Suffix**.

User defined Communication

Application
Name of the DDE server.

Topic
DDE topic.

Item
DDE item.

Execute Prefix
Part of the DDE command in front of the call number.

Execute Suffix
Part of the DDE command after the call number.

Number Filter

Raw Mode
Determines whether the call number is filtered with the internal call number mapping of **Com4Tel B5** before it is sent (**Raw Mode** off), or if it is sent as signaled by the PBX (**Raw Mode** on). The setting is also valid for the communication with MS Access.

Note The settings for forms remain valid.
Activate **forms** for checking the settings.

Convenient search in the phone book

With the phone book you cannot only search for full names or call numbers, but also e.g. for a keyword or part of a call number.

Action

1. Select **All** from the system folder.
2. Select the **column** you want to search (e.g. Call number).
3. Enter the numbers you remember (e.g. 455). Start the input with an asterisk (*****).
   Example: **Input: *455**
4. All subscribers with this combination of numbers in their primary call number are displayed.

Features

An overview of the features of **Com4Tel B5** when connected with the PBXs I33/I55, I3/I5 or IPS via 1st or 3rd party call control is provided below.

Incoming connection

The following table shows the features for incoming connections.

PBX:	**I33/I55**	**I3/I5**	**IPS**

Connection:	1st	3rd	1st	3rd	3rd
Feature					
Answer call	yes	yes	yes	yes	yes
Reject call	yes	yes	yes	yes	yes
Call number identification	yes	yes	yes	yes	yes
Call number evaluation	yes	yes	yes	yes	yes
Internal/external identification	yes	yes	yes	yes	yes

Outgoing connection

The following table shows the features for outgoing connections.

PBX:	I33/I55		I3/I5		IPS
Connection:	1st	3rd	1st	3rd	3rd
Feature					
Dialing en bloc	yes	yes	yes	yes	yes
Dialing indiv. numbers	yes	no	yes	no	no
DTMF postdial	yes	no	yes	no	no
Dialing from phone book	yes	yes	yes	yes	yes
Dialing from Journal	yes	yes	yes	yes	yes

Additional telephony features

The following table shows additional telephony features.

PBX:	I33/I55		I3/I5		IPS
Connection:	1st	3rd	1st	3rd	3rd
Feature					
Clear	yes	yes	yes	yes	yes
Consultation	yes	yes	yes	yes	yes
Hold-for pickup	yes	yes	yes	yes	yes
Call forwarding	yes	yes	yes	yes	yes
Brokerage	yes	yes	yes	yes	yes
Three-party conference	yes	yes	yes	yes	yes
Do-not-disturb	yes	no	no	no	-no
Second call off	yes	no	no	no	no
Call diversion	yes	yes	yes	yes	yes
Call forwarding on busy	yes	yes	yes	yes	yes
Delayed call transfer	no	yes	yes	yes	yes
Multi-company	yes	yes	yes	yes	yes
Provider selection	yes	yes	yes	yes	yes

Convenience features

The following table shows further convenience features.

PBX:	I33/I55		I3/I5		IPS
Connection:	**1st**	**3rd**	**1st**	**3rd**	**3rd**
Feature					
Destination dialing (infinite number)	yes	yes	yes	yes	yes
Software lock	yes	no	no	no	no
Charges display	yes	no	yes	no	no
Loudspeaker monitoring	yes	no	yes	no	no
Handsfree	yes	no	yes	no	no
Call number display ext./int.	yes	no	no	no	no
Call number-related start of application	yes	yes	yes	yes	yes
Call number-related replay of WAV file	yes	yes	yes	yes	yes
Callback on busy	yes	yes	yes	yes	ha

Partners

The following table shows the features for partners.

PBX:	I33/I55		I3/I5		IPS
Connection:	**1st**	**3rd**	**1st**	**3rd**	**3rd**
Feature					
Partner display (number, X = infinite)	16	X	no	X	X
Extra partner display	yes	yes	yes	yes	yes
Partner display via LAN	Via conneCTIon				
Partner pickup upon call	yes	yes	no	yes	yes
Call diversion for partners	no	yes	no	yes	yes
Automatic adding of partners	yes	yes	no	yes	yes

Phone book

The following table shows the features for the phone book.

PBX:	I33/I55		I3/I5		IPS
Connection:	**1st**	**3rd**	**1st**	**3rd**	**3rd**
Feature					
Local phone book (number)	1	1	1	1	1
Global phone book (number)	1	1	1	1	1
Search per phone book	yes	yes	yes	yes	yes

Search filter	yes	yes	yes	yes	yes
Outlook address book	yes	yes	yes	yes	yes

Journal

The following table shows the features for the Journal.

PBX:	**I33/I55**		**I3/I5**		**IPS**
Connection:	**1st**	**3rd**	**1st**	**3rd**	**3rd**
Feature					
Call list	yes	yes	yes	yes	yes
Download call list from terminal	yes	no	no	no	no
Conversation list	yes	yes	yes	yes	yes
Redial list	yes	yes	yes	yes	yes
To-do list	yes	yes	yes	yes	yes
Automatic processing of the To-do list	yes	yes	yes	yes	yes

MS applications

The following table shows the features for MS applications.

PBX:	**I33/I55**		**I3/I5**		**IPS**
Connection:	**1st**	**3rd**	**1st**	**3rd**	**3rd**
Feature					
MS Outlook Dialing from Contacts	yes	yes	yes	yes	yes
MS Access Open form upon call	yes	yes	yes	yes	yes
Dial selected entry	yes	yes	yes	yes	yes
MS Word Dial after selecting	yes	yes	yes	yes	yes
MS Excel Dial after selecting	yes	yes	yes	yes	yes
Dial support	yes	yes	yes	yes	yes

Interfaces

The following table shows the features for interfaces.

PBX:	**I33/I55**		**I3/I5**		**IPS**
Connection:	**1st**	**3rd**	**1st**	**3rd**	**3rd**
Feature					
DDE	yes	yes	yes	yes	yes
ODBC	yes	yes	yes	yes	yes

SQL (via ODBC)	yes	yes	yes	yes	yes
ACCESS	yes	yes	yes	yes	yes
MAPI	yes	yes	yes	yes	yes
TAPI	yes	yes	yes	yes	yes

Installation

The following table shows the features for the installation.

PBX:	**I33/I55**		**I3/I5**		**IPS**
Connection:	**1st**	**3rd**	**1st**	**3rd**	**3rd**
Feature					
Client	yes	yes	yes	yes	yes
Client/server	joint database				
Terminal server	yes	yes	yes	yes	yes
Multi-PBX (networking)	no	yes	no	yes	yes

Terminal configuration

The following table shows the features for the terminal configuration.

PBX:	**I33/I55**		**I3/I5**		**IPS**
Connection:	**1st**	**3rd**	**1st**	**3rd**	**3rd**
Feature					
Terminal configuration T1 terminals	yes	no	no	no	no
Terminal configuration T3 terminals	no	no	no	no	no

Printing

Printer

The printers configured for your PC are offered. Select a printer. The corresponding data is displayed.

Print area

All Prints the whole selection.

Pages Prints the range of pages you enter in the fields **from** and **to**.

After you confirm with **OK** the selected entries, or the whole list if selected, are printed.

Copies

Enter the number of copies.

Note You can set the paper format under **Properties**. Select **Landscape** to ensure that all columns of a list can be printed.

Adding an entry in the selection dialog

To add individual entries:

1. Select an entry and click < or >.

or

1. Select an entry and drag&drop it.

To add all entries:

1. Click >> or <<.

Update

An update becomes necessary if one or several call numbers of the external database have changed. You do not have to run the Database setup again.

An update becomes necessary as well if the PBX configuration is changed, e.g. change of the external line code.

Locking

You can protect your terminal from unauthorized access by locking it with a secret PIN.

Setting the PIN

Before you lock your terminal you have to configure the PIN at the terminal. You can change the PIN anytime when your terminal is unlocked.

Locking the terminal

1. Activate the **Lock function** of **Com4Tel B5**.
2. As soon as you lock your terminal this is signaled in the status display.

Unlocking the terminal

1. Activate the **Lock function** again and enter the PIN.
2. If you enter numbers with the PC keyboard, the **Dial Subscriber** dialog opens. You have to enter the PIN before you can initiate dialing in the Dial dialog or the connection window after going off-hook.

For further information about this topic please refer to the operating instructions of your terminal.

Call charge factor

During a charge call the product of units and call charge factor is displayed in the connection window. The Journal also features a **Call charge** tab showing units and amount.

Automatic window display

Select events to activate **Com4Tel B5** windows. Events that can be selected are going off-hook, incoming call to your extension or a partner's call. You select partners with the lower selection window.

In the right window, add the partners you want as triggers.

There is an additional menu to configure the focus control for automatically opened windows. Use the Focus control button. Changes in this menu take effect only after you restarted Com4Te.

Note

The action **Open window automatically** does not have any effect if this **Com4Tel B5** window is already open.

The action **Close window in idle mode** does not have any effect if this **Com4Tel B5** window was not opened automatically as well.

Telephone configuration

All functions that can be configured with this dialog can only be directly set with T1 terminals. For further information please refer to the operating instructions of your telephone.

Com4Tel B5 offers the possibility to upload telephony data to your PC and edit the data comfortably on the PC screen. With **OK** the data is downloaded back to your terminal.

If you receive an error message while you configure your terminal saying that the present software of the telephone is not supported, please contact the Tenovis GmbH Service Center.

Data transfer

The data is loaded from a T1 terminal to the PC. As soon as this process is finished you can edit the terminal configuration conveniently with **Com4Tel B5**.

Help

Use this command to open the Online help. The **Com4Tel B5** help offers extensive information about the application. You can look up topic-specific information and search for keywords.

At any point, **F1** opens the context-sensitive help.

About

Use this command to display the copyright information and version number of your **Com4Tel B5**. The name entered during the installation is also displayed.

System menu

Move	If you use this command a quad-arrow is displayed. You use this arrow to move the active window with the cursor keys. Confirm the final position with the button.
Change size	If you use this command a quad-arrow is displayed. You use this arrow to change the size of the active window with the cursor keys. After the pointer has become a quad-arrow: 1. Press a cursor key to move the cursor to the border you want to move. 2. Press a cursor key to move the border.

	3. Confirm the dialog size with the button.
	or
Left mouse button	Drag the corners or borders of the dialog.
Close	Use this command to minimize the **Com4Tel B5** application to a tray icon.
	Direct command **ALT+F4**
Phone book	This command of the system menu opens the phone book.
Journal	This command of the system menu opens the Journal.
Properties	This command of the system menu opens the **Properties** dialog.
Help	This command of the system menu opens the Help.
About	You get information about the version of the **Com4Tel B5** application installed on your PC.

Dial parameters TAPI 2.1

The following fields are relevant if you want to dial via the Service Provider T1Y32 from other TAPI applications.

TAPI 2.1 for Windows™ 98	TAPI 2.1 for Windows™ NT
I am in this country	I am in:
Area Code	The area code is:
To access an outside line, 1st dial	To access an outside line, 1st dial
for local	for local
for long distance	for long distance

Canonic format

For signaling via the TAPI Microsoft favors the canonic call number format.

The evaluation of the location-specific settings of the TAPI is only effective with this format.

The canonic format is structured as follows.

+ CountryCode Space [(AreaCode) Space] SubscriberNumber

Explanation of the individual parameters:

+	The plus sign signifies that the following number is in canonic format.
CountryCode	Country code e.g. 49 for Germany
Space	Space
AreaCode	Area code e.g. 69 for Frankfurt The area code must be put in brackets.

SubscriberNumber	Subscriber's call number

Example: + 49 (69) 47114712

Note	Please check your settings for the dial parameters TAPI 2.1. Incorrect settings may lead to wrong connections.

Configuring the interface

Click and **Settings**

or

Telephony Drivers and double-click **Tenovis t1y32 SPI**.

Activate the COM interface your terminal is connected to.

Office integration

Dialing from an application

The integration of **Com4Tel** into the MS Office environment has many advantages. It takes a standardized interface - the TAPI - to ensure this integration. The TAPI provides functions that make it possible to make a call directly from an application.

MS Word is supported.

The necessary macros are included in the **Com4Tel B5** installation. Please refer to Integrating macros for MS Word for how to integrate the macros in standard applications.

As soon as you have integrated the macros in the standard applications you can dial from MS Word.

Sending e-mails

Exchange: When you enter an e-mail address for a subscriber you can send e-mail with **Exchange** directly from **Com4Tel B5**.

Action

1. Enter an e-mail address and click .

Starting an application upon a call

Autostart: You can enter an application name and transfer parameters in the **Subscriber** dialog of the **Assignment** tab.

If the subscriber calls the corresponding application starts and opens the file.

Configuring an application upon a call

Access 7.0 or 8.0:

An add-in offers the possibility to use the extended functions of Access for opening forms upon an incoming call and/or a conversation. For instance, a form showing the master data of the incoming call number can be opened. During the installation of **Com4Tel B5** an add-in to address **Com4Tel B5** from Access is automatically added to Access. You have to configure the add-in with Access (Extras - Add-Ins - Com4Tel Setup). For further information on using the add-in please refer to **Configuring the add-in**.

Integrating macro for MS Word

The macros included with **Com4Tel B5** are saved in templates in the **Macros** subfolder of the **Com4Tel** program folder. To be able to dial with **Com4Tel B5** from **Word** you have to copy the respective macro to the Normal document template (Normal.dot).

Word 7.0

Proceed as follows.

1. Copy the file **Com4Tel.dot** to the folder with your format templates (default: C:\MSOffice\Templates).
2. In **Word**, use **File New** to open a document with the **Com4Tel.dot** template.
3. Select **Document template** from the **File** menu.
4. Click **Paste** and select C:\MSOffice\Templates\Com4Tel.dot and confirm with **OK**.
   The selected template is automatically added and selected in the Document Template and Add-Ins box under Global documents and add-Ins.
5. Click **Organizer** to add the macro to the Normal.dot template.
6. Select the **Macros** tab.
7. Open the template **Com4Tel.dot**.
8. Select the **Com4Tel** macro and copy it to the Normal.dot template.
9. After you confirmed with **Close** the macro is offered for any new document opened with the Normal.dot template.

Including the macro in the tool bar

1. Open the **Tool bars** tab in the **Tools** menu under **Customize**.
2. Select **Com4Tel** in the **Macros** category and under **Macros**.
3. Drag the macro from the window to create a new tool bar with the dial function.
4. Assign a symbol to the function.
   (The icon can also be integrated in an already configured tool bar.)

Word 8.0

Proceed as follows.

1. Copy the file **Com4Tel.dot** to the folder with your format templates (default: C:\MSOffice\Templates).
2. Select **Macro/Macros** from the **Tools** menu.
3. Select the document template Normal.dot from **Macros in** and click **Organize**.
4. Click **Open File** to open the Com4Tel.dot.
5. Select the **Com4Tel** macro and copy it to the Normal.dot document template.
6. After you confirmed with **Close** the macro is offered for any new document opened with the Normal.dot template.

Including the macro in the tool bar

1. In the **Tools** menu under **Customize** create a new tool bar with the **New** button.
2. From the **Commands** tab, category **Macros**, select the macro **Normal.Com4Tel.Main**.

3. Drag the macro from the window to the new tool bar.
4. You can select a symbol with **Modify Selection** from the **Modify Icon** menu.
   (The icon can also be integrated in an already configured tool bar.)

Note **Com4Tel** has to be active in the background if you want to dial from **Word**. To dial a number position the cursor in front of the call number or select the call number and click the icon you added to **Word**. The selected call number is dialed with **Com4Tel**.

Configuring the add-in

You have to configure the add-in in Access as follows:

1. Open a database in MS Access.
2. Select **Com4Tel Setup** under **Tools - Add-in**.
3. Edit the **Form selection** in the Com4Tel Setup.
   Select the form to open in **Com4Tel** upon a call and/or conversation. If your database does not contain a form you can select the **Form** tab and create a form when opening a database.
4. Edit the **Field selection** in the Com4Tel Setup.
   Enter the name of the field containing the call numbers.
5. Activate or disable automatic Find. If you disable the automatic Find, no form is opened in **Com4Tel**. You then have to confirm Find upon a call and/or conversation before the form is opened.
6. Click **Finish** to finish the configuration of the add-in with Access.

Note Select the condition for opening a form in **Com4Tel** under **Forms**.

If you do not select an option under **Forms** neither call not conversation have an effect, i.e. no form is opened.

Prerequisite for using the add-in: **Com4Tel**, Access and the respective database must be open.

AEI

AEI stands for Additional Equipment Interface.

AEI is an interface standardized according to ETSI. This interface describes connectors, levels and protocols.

The AEI is used to connect devices (e.g. a PC) to the telephone.

TSP

TSP stands for Telephony Service Provider.

A Telephony Service Provider is a driver for communication devices or systems responsible for the connection with the TAPI.

Drivers for connecting Tenovis T1 andT3 terminals are delivered with **Com4Tel B5**.

The SPI (Service Provider Interface) is a defined interface and the basis of the Telephony Service Provider.

Synchronizing the call list

If you connected **Com4Tel B5** to your T1 terminal via 1st party and start **Com4Tel B5**, the call list of the connected T1 terminal and the **Com4Tel B5** call list are synchronized.

This means that call list entries that were added to the call list of the terminal since **Com4Tel B5** was closed are added to the **Com4Tel B5** call list.

If not all entries of the call list are transferred, the times set for terminal and PC might not match.

If this is the case close **Com4Tel B5** and match the times. Calls that are entered in the terminal call list from then on are transferred during the next synchronization.

Note

Due to technical reasons, an entry with any number of call attempts in the terminal call list is **always** transferred to the **Com4Tel B5** call list with 1 as number of attempts.

The call lists of terminal and **Com4Tel B5** are two **independent** lists. This means that if you delete an entry from one list it is not deleted from the other list.

Starting from the desktop

After the installation, **Com4Tel B5** is entered in the **Start** menu. The application can thus be started directly via the **Start** menu. Another possibility is to start **Com4Tel B5** from the desktop.

Action

1. Create a shortcut for **Com4Tel B5** on the desktop.

The application can only run without errors if you create a shortcut. If you create a copy of the application on the desktop, errors may occur when you start **Com4Tel B5** since all necessary data or files might not be found.

Error in the partner display

After you have installed **Com4Tel B5** for the first time the PBX transfers the call numbers of partners to **Com4Tel B5** and the partner keys are labeled with these call numbers. If a global phone book is configured the names matching the partner call numbers are searched and the partner keys labeled accordingly. This labeling of partner keys is **not** updated. This means that if the names of your partners change after the initial labeling, you have to change the key labels yourself. This applies even if you configure a new database as global phone book and new partner names are configured there for the original partner call numbers.

Warning tones of the PC

Your PC signals acoustically that there is some kind of problem.

There may be different reasons for the three warning tones. The following table lists possible causes and counter-measures.

Reason	Measure
The connection between PC and terminal is interrupted.	Check the connection between PC and terminal.

The selected COM interface is already taken.	Select another COM interface.
The wrong protocol is set for the terminal.	The wrong protocol is set at the I3/I5. Set the Y protocol at the PBX under code number 7 bit 2.

Structure of Com4Tel B5

Overview: List of components and highlights

This topic describes the structure of **Com4Tel B5**.

Components

The **Com4Tel B5** application consists of the following components.

- **Com4Tel B5** Main dialog
- **Com4Tel B5** partners
- **Com4Tel B5** phone book
- **Com4Tel B5** Journal
- **Com4Tel B5** Properties

Highlights: Overview

After you have installed **Com4Tel B5** you can comfortably use your PC for making and administering phone calls.

Two components are particularly important: **Phone book** and **Journal**.

Your telephone-contacts are administered with the **phone book**. The subscribers' data is stored in different folders like Partners and Destinations. Colors signal that a subscriber is part of a certain group. With the necessary drivers you can configure certain databases, e.g. MS Access or databases to be connected via ODBC, as global phone book.

You can access the data of your subscribers from many places within the application. The collected data is also used during your calls. When a call comes in or when you initiate a call, the configured data is searched. If the subscriber is already part of your phone book the corresponding data is displayed. You can then extend this data e.g. by entering a note.

The second important component is the **Journal** used to administer your calls. Calls are sorted in lists according to different criteria. The call list showing all calls you did not answer is one of these lists. A special feature of the Journal is the **To-do list**. This list can be configured so that calls that did not reach you are automatically entered. You can further extend the To-do list to include all calls you have to make. Automatic processing of the listed calls can be started. If a call was successful the entry is automatically deleted from the To-do list.

Comfortable **telephoning** includes a comfortable way of searching. **Com4Tel B5** offers search functions in the phone book and the **Dial Subscriber** dialog.

All telephony features like e.g. call diversion, pickup, initiating a recall etc. can be easily operated with **Com4Tel B5** in 1st party mode. You can transfer your telephone configuration from the terminal to your PC. You edit the configuration and load it back to the terminal. The configuration of destination keys, partner display and partner functions are provided by **Com4Tel B5**.

No matter where you are in the application, you can **dial** anytime, e.g. directly from the Journal or phone book, from the subscriber's tab or via the connection window or a phone list. You can also initiate dialing from **Office** applications or with the partner or destination keys.

If you are called **Com4Tel B5** always shows the subscriber's call number and if possible his name. You can link further actions to a call, like e.g. playing a call number-related or global WAVE file via your sound system, restoring the application or starting an external application and file. You can also configure **Access** to open upon a call.

This brief overview shows only a part of the possibilities **Com4Tel B5** offers. You find an overview of the controls and processes of the application under **Operating possibilities**.

Component Com4Tel Main dialog

This topic describes the component Main dialog.

Status display

In principle, the status display represents the telephone display. Depending on the state of the terminal the display shows different things. If the terminal is idle, status messages like e.g. **Second call off** or **Ringer off** are displayed. As soon as you go off-hook the display changes and shows the state of the connection.

The status display is a fixed part of the Main dialog. You can change the size of the display.

Edit

While the terminal is idle you can directly edit the displayed features.

Action	e.g. Ringer off
Reaction	Ringer on, the status is no longer displayed.

You cannot edit features with the status display while dialing or during a conversation. Information about the state of the connection is displayed.

If you have disabled the display of the connection window, you can open a connection window for the current connection in the status display. Simply double-click the display.

Com4Tel properties

The **Properties** dialog offers the PC or telecommunication features. You can customize the settings.

New subscriber for the local phone book

With this function an already configured subscriber entry can be opened for further editing or to dial the number. With the context menu command **New** (phone book, dial dialog or destinations area) a new entry is being prepared. Enter at least one name and one call number for the new subscriber.

Meaning of the tabs

Call numbers

You can enter up to three different call numbers.

The most important call number is the primary number. This primary number is dialed if you double-click an entry. The other two call numbers are shown in the

phone book but can only be dialed from the **Subscriber** or **Dial Subscriber** dialogs.

Internal/External/Code dialing: If you mark a call number as external, the external line code is automatically added at the beginning when you save or dial the number.

A call number can also be marked as internal. These numbers are saved without external line code. You can also mark a call number as PBX-specific code dialing number. However, not all PBXs provide this feature.

Prefix

Enter a prefix to be dialed with a call number e.g. for a certain provider. You can enter up to three prefixes.

Same prefix for all call numbers: The same prefix is assigned to all three call numbers.

Default prefix: If you click this box the default prefix entered in the connection settings is applied.

Audio signal

You can assign a WAVE file to a subscriber. You can listen to the selected file.

Assignment

Group: Assign a color to the subscriber.

Autostart file: Enter the name of an application and transfer parameters. Please use the following syntax:

Name of application in quotation marks, space, file name in quotation marks. Depending on the configuration of the PC you might also have to enter the application folder.

Example:

”C:\MSOffice\Word\Winword” ”C:\MSOffice\Word\Winword\Letter1.doc”

If this subscriber calls the defined application is started and the file opened.

It is possible to open **Exchange** when you enter an **e-mail address**.

Action

1. Enter an e-mail address and click .

Details

Quick tip: You can enter 255 characters, e.g. the department.

Notes: Enter notes concerning the subscriber. You can access these notes during a connection.

You can edit or add to a note or, if you have not made a note yet, you can start making a note during the call. These notes are saved with the subscriber.

Partner

The **Partners** tab is only displayed if the **Subscribers** dialog was activated in the partner window of the Main dialog.

The settings to be made here refer to one partner. A partner can be displayed or hidden with the **Partner** dialog. You can further define the partner as trigger for automatic restore.

Depending on where you activated **Subscribers** you have to know the following.

Partner

The partner’s first call number is displayed and cannot be changed.

Destinations

When you save a destination a new key is added showing name and first name of the new subscriber in an abbreviated form. The new subscriber is automatically added to the local phone book.

Phone book

When you save the settings the new subscriber is added to the local phone book.

Dial window

When you save the new subscriber the entry is added to the local phone book.

Acoustic signaling

You can assign WAVE files to internal or external calls. You can listen to the selected file. Confirm your entry with **OK**.

Destinations

After the installation the area of the Main dialog for destination keys is empty.

Proceed as follows to create a destination key.

1. Click a destination key or an empty area with the right mouse button to create a new destination key. A context menu opens.
2. Click **New**. The **New subscriber for the local phone book** dialog opens.
3. Enter the data for the new subscriber.

The new destination key is added to the destination window of the Main dialog. The destination keys are arranged in alphabetical order or you can define an order. The new subscriber is automatically saved in the local phone book (system folder Destinations).

You have several possibilities to edit configured destination keys.

New	Adds a new destination key.
Delete	Deletes the selected destination key. The subscriber's record remains in the local phone book if you confirm the respective question.
Font	Select a font for labeling the destination or partner keys.
Order	Customize the order of destinations.
Properties	The **Subscriber** dialog is opened.

Subscriber

With this function you open a configured subscriber's entry for further editing or for dialing. With the context menu command **New** (phone book, Dial dialog or destination window) you prepare to add a new subscriber. Enter at least one name and call number for the new subscriber.

Meaning of the tabs

Call numbers

You can enter three different call numbers.

The most important call number is the primary number. This primary number is dialed if you double-click an entry. The other two call numbers are shown in the

phone book but can only be dialed from the **Subscriber** or **Dial Subscriber** dialogs.

Internal/External/Code dialing: If you mark a call number as external, the external line code is automatically added at the beginning when you save or dial the number.

A call number can also be marked as internal. These numbers are saved without external line code. You can also mark a call number as PBX-specific code dialing number. However, not all PBXs provide this feature.

Prefix

Enter a prefix to be dialed with a call number e.g. for a certain provider. You can enter up to three prefixes.

Same prefix for all call numbers: The same prefix is assigned to all three call numbers.

Default prefix: If you click this box the default prefix entered in the connection settings is applied.

Audio signal

You can assign a WAVE file to a subscriber. You can listen to the selected file.

Assignment

Group: Assign a color to the subscriber.

Autostart file: Enter the name of an application and transfer parameters. Please use the following syntax:

Name of application in quotation marks, space, file name in quotation marks. Depending on the configuration of the PC you might also have to enter the application folder.

Example:

”C:\MSOffice\Word\Winword” ”C:\MSOffice\Word\Winword\Letter1.doc”

If this subscriber calls the defined application is started and the file opened.

It is possible to open **Exchange** when you enter an **e-mail address**.

Action

1. Enter an e-mail address and click .

Details

Quick tip: You can enter 255 characters, e.g. the department.

Notes: You can make notes concerning the subscriber or the reason for his call. You can access these notes during a call.

You can edit or add to a note or, if you have not made a note yet, you can start making a note during the call. These notes are saved with the subscriber.

Partner

The **Partners** tab is only displayed if the **Subscribers** dialog was activated in the partner window of the Main dialog.

The settings to be made here refer to one partner. A partner can be displayed or hidden with the **Partner** dialog. You can further define the partner as trigger for automatic restore.

Depending on where you activated **Subscribers** you have to know the following.

Partner

The partner’s first call number is displayed and cannot be changed.

Destinations

When you save the settings a new destination key is added showing name and first name of the new subscriber in an abbreviated form. The new subscriber is automatically added to the local phone book.

Phone book

When you save the settings the new subscriber is added to the local phone book.

Dial window

When you save the settings the new subscriber is added to the local phone book.

Order of the destinations

You can determine the order of the destinations

1. Select an entry and move it with the arrow up and arrow down keys until the entry is in the right position.
2. With **Finish** the configuration is applied to the destination window of the Main dialog.

Confirming the deletion of a subscriber

Confirm with the **Yes** button if you want to delete the destination key from the Main dialog and also delete the corresponding phone book entry.

Use the **No** button to delete the destination key from the Main dialog but keep the phone book entry.

Cancel the deletion with the **Cancel** button.

Connection window setup

After the installation, **Com4Tel B5** is configured to open a so-called connection window when a line is seized or a call comes in.

Connection window for incoming call and seize
Connection window for established call

You can disable the automatic display of connection windows. However, if you want to have connection windows displayed you can choose between the display of connection windows upon call and seize or upon an established call.

Even if the display of connection windows is disabled, the connection window for the current connection can still be displayed in the status display.

You open a connection window by double-clicking the entry in the **status display**.

Component partners

This topic describes the component partners.

General

After the installation of **Com4Tel B5**, the partners are displayed in the Main dialog. The partner window is a combination of partner displays and keys for partner functions. By simply clicking a button you can call a partner or pick up a call for one of your partners.

The list of partner keys depends on your terminal and the PBX configuration. A member of the Tenovis GmbH Service Center can configure the latter.

During the installation, the partners are automatically entered in the local phone book (system folder Partners).

The PBX controls the contextual display on the partner keys, like e.g. **incoming call** or **busy**.

The states of the partners' telephones are displayed on the partner keys.

Edit

As an alternative to displaying partners in the Main dialog, you can create your own window for partners or hide the partner display.	Click **Telephony \ Partners \ Display** Select the partner display that best suits your requirements.
Apart from the presentation of partners you can determine in which order the partners are displayed.	Click **Telephony \ Partners \ Selection** Run the partner setup and customize the partner dialog.
You can activate restricted partner signaling for yourself. This means that your actions are not visible for your partners. (This feature must be enabled for your extension).	Click **Telephony \ Partners \ Limited partner signaling** You activate and deactivate the restricted partner signaling in the same way. Restricted partner signaling is displayed in the status display.
Update your display of partner keys after you restart your terminal, e.g. after a power failure or software update. The installed groups of partners are newly synchronized.	Click **Telephony \ Partner \ Request partner**

You have the following possibilities to edit configured partner keys.

Select	If you want to change the displays of partners, use the **Partner setup**.
Font	Select a font for labeling the partner or destination keys.
Request partner	The installed groups of partners are newly synchronized.
View Partner dialog	You can hide the partners or display them in an extra dialog.
Properties	Opens the Subscriber dialog.

Note

You cannot close the partner window independent of **Com4Tel**.

is not active for the Partner dialog.

You can define the call of one or several partners as

trigger for the automatic restore of **Com4Tel B5**.

Subscriber

With this function you open a configured subscriber's entry for further editing or dialing. With the context menu command **New** (phone book, Dial dialog or Destinations area) you prepare to add a new subscriber. Enter at least one name and call number for the new subscriber.

Meaning of the tabs

Call numbers

You can enter three different call numbers.

The most important call number is the primary number. This primary number is dialed if you double-click an entry. The other two call numbers are shown in the phone book but can only be dialed from the **Subscriber** or **Dial Subscriber** dialogs.

Internal/External/Code dialing: If you mark a call number as external, the external line code is automatically added at the beginning when you save or dial the number.

A call number can also be marked as internal. These numbers are saved without external line code. You can also mark a call number as PBX-specific code dialing number. However, not all PBXs provide this feature.

Prefix

Enter a prefix to be dialed with a call number e.g. for a certain provider. You can enter up to three prefixes.

Same prefix for all call numbers: The same prefix is assigned to all three call numbers.

Default prefix: If you click this box the default prefix entered in the connection settings is applied.

Audio signal

You can a WAVE file to a subscriber. You can listen to the selected file.

Assignment

Group: Assign a color to the subscriber.

Autostart file: Enter the name of an application and transfer parameters. Please use the following syntax:

Name of application in quotation marks, space, file name in quotation marks. Depending on the configuration of the PC you might also have to enter the application folder.

Example:

”C:\MSOffice\Word\Winword” ”C:\MSOffice\Word\Winword\Letter1.doc”

If this subscriber calls the defined application is started and the file opened.

It is possible to open **Exchange** when you enter an **e-mail address**.

Action

1. Enter an e-mail address and click .

Information

Quick tip: You can enter 255 characters, e.g. the department.

Notes: You can make notes concerning the subscriber or the reason for his call. You can access these notes during a call.

You can edit or add to a note or, if you have not made a note yet, you can start making a note during the call. These notes are saved with the subscriber.

Partner

The **Partners** tab is only displayed if the **Subscribers** dialog was activated in the partner area of the Main dialog.

The settings to be made here refer to one partner. A partner can be displayed or hidden with the Partner dialog. You can further define the partner as trigger for automatic restore.

Consider the following pints for the **Subscriber** dialog.

Partner

The partner's first call number is displayed and cannot be changed.

Destinations

When you save the settings a new destination key is added showing name and first name of the new subscriber in an abbreviated form. The new subscriber is automatically added to the local phone book.

Phone book

When you save the settings the new subscriber is added to the local phone book.

Dial window

When you save the settings the new subscriber is added to the local phone book.

Partners in extra window

The advantage of activating partners in an extra window as partner display is that several partners can be displayed. You can further execute all partner functions in the partner window while **Com4Tel B5** is minimized.

State of partner

The partner keys signal the following states.

Signaling	State of partner
	Partner is idle.
	Partner is being called.
	Partner is on the phone.
	Partner is on the phone and a second call is coming in (knocking).
	Two parties call partner at the same time.
	Active call diversion.

If the partner is called externally a globe is displayed in addition.

Partner signaling with 3rd party

If you use **Com4Tel B5** as 3rd party application you can select partners for a status display in the Main dialog.

Proceed as follows to select these partners.

1. Select **Phone and Modem Options** from the **Start menu** - Settings – Control Panel.
2. Click the **Advanced** tab.
3. Double-click **Tenovis TSPI for TAPI 2.x**
4. Add the extensions under **Configuration Tenovis TSPI** dialog. Close the dialog.
5. The added partners are displayed in the Main dialog.

Component Com4Tel phone book

This topic describes the component Com4Tel phone book.

Global phone book

Proceed as follows to configure an external database as global phone book for **Com4Tel B5**.

1. Run the database setup.
2. Afterwards, map the call numbers and edit the individual fields according to your PBX i.e. its configuration. You can activate the call number mapping directly from the database setup.

It is necessary to update the call number mapping after one or several call numbers of the external database were changed. You do not have to run the database setup again.

If you change the configuration of the PBX, e.g. by changing the external line code, you also have to run an update.

With **Status of call number mapping** you can check anytime whether a call number mapping has already been run for your current global phone book.

If you enable Automatic call number mapping you are asked to run a call number mapping again after the number of days set. If Automatic call number mapping is active, a selection field is displayed in the dialog asking you whether you want to run the mapping. You can disable this dialog. The option is enabled again if you confirm the dialog for setting the call number mapping with **ok**.

Open database

Select and open the database you want to include in the global phone book. Run the database setup to configure your global phone book. This is done in six steps. Each setup dialog includes brief instructions.

You can enter an ODBC source. The ODBC drivers must be installed. The database setup has two more dialogs for each ODBC source since you have to select drivers and files.

Database setup

After you selected a database for the global phone book, you configure the global phone book in six steps. This configuration includes the data items to be presented in the global phone book. You edit the order of the data items and the headers of the different columns with the setup.

Edit

1. Select the table containing the data in the list and proceed with **Next**.

2. You now select the groups of columns that are to be displayed in the global phone book. You edit the settings with special selection dialogs.
   We recommend selecting data items like name, first name, call number, additional information and e-mail although you do not have to select name and call number.
   After you have selected the columns you determine their order and headers.
3. You now interpret the individual data items. The call numbers are assigned in this step. It is distinguished between primary call number and other call numbers.
   The first double-click in the left selection dialog directly assigns the primary call number.
   The call number in the **Primary call number** column is used per default when you initiate dialing. Additional call numbers like e.g. business numbers, home numbers etc. can be entered and selected when you initiate dialing.
   Enter only **phone numbers**!
4. In this step you assign the fields name, first name and additional information. The additional information can be e.g. the name of a department.
5. Now assign the field **e-mail address**.
6. In this step you finally assign the columns and their headers for the global phone book.
   Set the order of the column headers. We recommend that you start with assigning the name field to the first column. To change the order of the column headers select the first entry of a row and move it with the arrow up and down keys.
   You can also change the column headers directly.
   Select an entry and select **rename** or double-click an entry.

Finish the setup with the call number mapping. The newly configured global phone book is at your disposal.

Component Com4Tel Journal

This topic describes the component Com4Tel Journal.

Journal entry

The column **Note** is offered in all lists of the Journal. You find the **Call time** tab in the To-do list.

Edit

If you want to add a note to a Journal entry save it under Note or Additional information.

You can set a time when the subscriber is to be called for any entry of the To-do list. Enter the data in the **Call time** tab. As soon as the time is reached the **Call Back Subscriber** dialog opens. Initiate an action by clicking a button.

Independent of the active list you use to open a Journal entry you can print the data of a Journal entry anytime.

You can also **export** Journal entries.

Export

Select the columns of the Journal you want to export from the left list. Sort the columns by selecting an entry and changing its position with the arrow up and

down keys. Click **OK** to export the selected Journal entries, separated by semi-colons, to a file.

Journal monitoring

After the installation of **Com4Tel B5**, automatic Journal monitoring is enabled. You are informed that the Journal contains more than 250 entries the next time you start the application.

You can set a value for the number of entries.

The administration of a large number of Journal entries may affect the runtime behavior of your PC. From time to time, delete entries you no longer need. The entries can also be deleted automatically.

To-do list

Your To-do list is not automatically configured after the installation. You can determine that calls you did not answer are automatically added to the To-do list.

If you enable automatic adding your To-do list matches the call list except for the entries you added yourself. It is recommended that you edit your To-do list from time to time since it just gets longer and longer if entries are added automatically.

Call Back Subscriber

Assign a call time to an entry of the To-do list. As soon as the time is reached the **Call Back Subscriber** dialog opens and you can choose one of the following actions.

Call subscriber	The subscriber is called.
Delete from To-do list	The entry is deleted from the To-do list.
Delete call time	The call time is deleted.
Cancel	The process is cancelled and repeated after a minute.

Component Com4Tel B5 Properties

The following topic describes the component Com4Tel Properties.

Structure of Com4Tel B5 Properties

You can select PC and telecommunication features with the **Properties** dialog and determine their settings.

The **Properties** dialog is divided into the following four areas.

- Telephony
- Journal
- PC
- Hardware

Dialogs of the Telephony area

You configure the following settings in the Telephony area.

- Connection and call numbers

- Partners
- Voice mail
- Telephone configuration
- Charges factor
- Timed redial
- Loading the T1 terminal phone book

Timed redial

Set the parameters for redial. Dialing can be repeated up to nine times at intervals of 10 - 60 seconds. As soon as you call a busy subscriber the connection window shows the respective icon to activate the redial. You can cancel the active redial anytime.

Several redial attempts are summarized to **one** entry in the Journal.

Load phone book

You determine how the phone book of your terminal is to be included in **Com4Tel B5**. You can have the destinations of your terminal applied as **Com4Tel B5** destinations.

Empty fields of a selected entry are automatically added in accordance with the call number mapping configured for **Com4Tel B5**.

Confirm your settings with **OK**.

Own name

Enter your name and extension call number.

Confirm your setting with **OK**.

Connection settings

External line code

Enter the external line code for your PBX. If you change the external line code you have to update the call number mapping.

Recognize external number if more than x digits

The number of digits you have to enter depends on the number of digits used for internal call numbers (usually 4 digits).

This setting makes it possible to identify an external call number if it has more digits than specified here.

Default prefix replacing the external line code when dialing.

The default prefix must be activated per subscriber.

Enter the default prefix e.g. for dialing a provider. You can apply the entered default prefix when you edit subscribers with the local phone book.

Primary PBX line without Direct Inward Dialing

When you edit a database or when a call comes in or goes out in canonic format, an internal call number can be created.

These parameters are necessary if **Com4Tel B5** is to deal with canonic call numbers correctly.

Example:

+49 (69) 4711 8888

Primary main line:	4711
Number of extension:	8888

Routing

With this dialog you choose whether routing is to be active for dialing or for identifying a call number. Click a check box.

Attention
The call number identification of routing numbers is only possible if the routing number does not start with the external line code.

If routing is active the routing number according to the routing table replaces the external line code with appended call number.

Example	**Prefix routing**
Phone book entry:	00711 8888-12345
External line code:	0
Routing entries	
Call number:	0711 8888
Routing number:	3333
Dial:	3333-12345

Routing table

You enter call numbers and the mapped call numbers. You can edit and delete entries or add new routing call numbers.

New routing call number

Enter the new number to be routed (at least four digits, no external line code) and the corresponding routing number. The routing number might have to contain the external line code.

Confirm your settings with **OK**.

Partner setup

You configure the partner window of the Main dialog with the **Partner setup**. You can edit all partners displayed in the Main dialog. The setup has two steps.

Edit

1. Select the partners that do not appear as partner keys. You edit the settings with special selection dialogs. Click **Next** if you have selected all partners to continue the partner setup.
2. You now determine the order of the partner keys. Select an entry and change its position with the arrow up and down keys. Click **Finish** to apply the configuration to the partner keys.

Partner display

After the installation, the partners are integrated as part of the Main dialog. You can change this setting. You can hide the partner display if you do not need it or you can configure it to be presented an extra dialog. If you use an extra dialog you have more room for destinations and you can use the partner functions independent of the Main dialog.

You can choose from three options.

- No partners

- In Main dialog
- Extra window

Select and confirm an option with **OK**.

If you select the **Extra window** option you can change the width of partner keys.

You can enter a value between 70 and 200 pixels for the width of partner keys. You cannot change the height of the partner keys.

Limited partner signaling

If you double-click **Limited partner signaling** only selected partners are shown in the display of your terminal. Please refer to the operating instructions of your terminal.

Request partner

With the right mouse button, click an empty area of the partner display and select **Request partner**. The partners are requested from the PBX or terminal.

Voice mail

If your PBX is connected to a voice mail you can use it with **Com4Tel B5**.

Edit

As soon as a connection is established an icon is displayed in the connection window. You can activate the voice mail tool bar with the following icon.

This tool bar has four function keys. You can assign DTMF numbers to the keys with the **Key Assignment for Voice Mail** dialog.

If you enter a call number in the **Voice Mail Settings** dialog this bar is automatically displayed if a connection with the entered call number is established.

Please heed the operating instructions of the voice mail.

Key assignment for voice mail

Assign DTMF numbers to the four buttons for operating the voice mail. Assign e.g. the PIN of the voice mail to a key.

If you enter a call number under **Voice Mail Settings** the voice mail icon is automatically displayed if a connection is established with the entered call number.

Voice mail settings

Enter call number and PIN for the voice mail connected to your PBX.

If you enter call number and password you log in automatically. The voice mail tool bar is displayed if a connection with the voice mail is established.

Tool bars

Tool bar for a 1st party connection

Tool bar for a 3rd party connection

The installation of **Com4Tel B5** provides you with three tool bars.

The icons allow fast access to important functions. If you do not know the meaning of an icon, position the mouse pointer on the icon for a few seconds. The quick tip for the respective icon is displayed.

If you closed one or several tool bars and **Properties** is no longer visible, proceed as follows.

1. Open **Com4Tel B5** Properties/PC/Presentation.
2. Click **Tool bars**. You can select, activate or disable tool bars.

Tool bars setup

After the installation of **Com4Tel B5**, the display of the tool bars is enabled. You can disable tool bars you do not need for working with **Com4Tel B5** with the **Tool bars** menu.

Edit

1st party:	Default Dial, Monitoring and Handsfree Telephony properties
3rd party:	Default Dial, Redial and Call diversion

You remove the check mark by clicking the check box. The tool bar is no longer displayed. You activate a tool bar you want to use for operating **Com4Tel B5** by clicking the empty check box.

Open dialog automatically

Open dialog automatically upon

By clicking the respective check boxes you determine whether the connection window, the Main dialog or the partner window are to open automatically upon an incoming call, upon busy or during a conversation.

For the Main dialog or partner window you determine whether the dialogs are to open when a partner is called. Click the check boxes under **Partners**.

Close when idle

For the Main dialog or partner window you determine whether the dialogs are to close after the call. Click the respective check boxes.

Select partners for automatic opening

You can further select partners for automatic opening.

1. Select a partner in the left field.
2. Add the partner with the key
   or add all partners with the key.

Forms

Select one or several of the following options.

Open form when a call comes in

Open form when dialing

Open form when a call is answered

When you select one of these options you can select three additional options.

Open form when a connection diverted

If you select this setting a form is opened when a call is transferred to you. No form opens if a call is transferred to you due to call diversion to your extension.

Forward call number without filtering

The setting for transferring the call number filtered or unfiltered depends on the format of call numbers in your customer database. If the number is filtered only dialable characters are transferred. If the number is unfiltered it may contain brackets and hyphens. If the customer database is the same database configured as global phone book select the option **without filtering**.

Only open form for an external call number

The form is only opened if the call is external or an external subscriber is selected or called.

For further information on using the add-in please refer to Configuring the add-in.

Disable **Open form for call, dialing and answered call** if you do not use an add-in.

Design

When you start **Com4Tel B5** for the first time after the installation, connection window and Main dialog are presented in a default setting. You can change the design of the windows. Several alternative designs are offered. Try the designs and activate the design you like best for the Main dialog and the connection window.

You can also change the symbols used for incoming and outgoing calls in the Journal.

The first seven designs for the Main dialog use 16 colors.

The other designs are based on a color palette of 256 colors. Select one of these options if your video board is set to High or True color. Please note that if you select a design using 256 colors discolorations may occur.

Dialog of the Hardware area

The Hardware area features the **Connect via** dialog.

Connect via

Select the connection you want to use for Com4Tel

You configure the **Com4Tel B5** connection with this setting.

1. Click . The pull-down menu opens.
2. Select a connection and confirm your selection with **OK**. The new connection takes effect only after you restart **Com4Tel B5**.

Select the location you want to use for Com4Tel

Your location is set as default. Proceed as follows to select another location.

1. Open the pull-down menu by clicking the check box.
2. Select a location and confirm your selection with **OK**. The new connection takes effect only after you restart **Com4Tel B5**.

You want to change the settings of your terminal.

1. Click the **Settings** button. Depending on the selected kind of connection either the **Configuration** or the **Configuration TENOVIS TSPI** dialog opens.

Configuration

The terminal selected with the **Connect via** dialog is entered with name and call number. Configure the settings.

Interface

Select an interface for your terminal or change the interface.

Language

You can select a language for your terminal from the pull-down menu.

Features

Select whether “terminal with handsfree” or “handsfree upon dialing” or both are enabled.

Configuration external line code

Select whether the external line code is suppressed for signaling or added for dialing.

Configuration TENOVIS TSPI

Configuration

The internal extensions are listed. You can add or delete extensions.

Connection parameters

Enter the necessary connection parameters or select the network protocol from the list.

TENOVIS PBX

Select the connected PBX.

Call number mapping

You can run a call number mapping.

What does call number mapping mean?

Call number mapping means that **dialable** or **canonic** call numbers +49(089)123456 are converted to a uniform format (e.g. 0089123456).

Running the call number mapping

Proceed as follows to run the call number mapping.

1. Click the icon in the Main dialog or select **Properties** from the context menu. A dialog opens.

2. Click **Global phone book** in the **PC** folder.
3. Double-click **Update call number mapping** and click **Yes**.

Call number mapping for external applications

With the connection settings you determined when a call number is recognized as an external call number. This setting is shown in this dialog.

By clicking the check box you determine if the external line code is added to the call number if it is longer than the entry.

Call number mapping for global phone book

Com4Tel B5 supports the connection of a database as global phone book. All stored call numbers are used for dialing or for the caller identification of incoming calls. It is possible that the call numbers of the database do not match the format necessary for dialing or for identifying the number. Reasons may be missing external line code or prefixes. With the call number mapping function you can match the numbers. The call number mapping only affects the global phone book.

The PBX transfers the number 7777 for an incoming internal call. The entry or name for the internal caller cannot be found without call number mapping if the entry is saved under 069-7505-7777 in the global phone book.

If you entered the right data and ran the call number mapping the name matching call number 7777 is found in the global phone book and displayed.

For external or international calls the respective digits are added in front after the call numbers were mapped.

Example:

A 0 is added in front of a local call with 751347.

The call number mapping is run once after an external database is integrated as global phone book. Read about the meaning of the individual fields and enter the digits according to your PBX or its configuration. The call number mapping takes a few minutes.

Edit

The individual fields are explained with examples.

External line code

The external line code entered in the setup or under Configuration external line code is shown.

Replace

This field allows the conversion of stored call numbers into another format for dialing.

Example:

The extension with call number 069/7505/7777 uses **Com4Tel B5**. 7777 is the number of the extension.

Replace 0697505 with 7777

Dialing the call number 069/7505-7777 of the global phone book initiates dialing call number 7777, that is an internal call.

In the same way the prefix (here 0697505) is added in front if the global phone book is searched for an internal call. The entry can thus be found although only four digits were transferred to the PBX.

Add

This routing adds the external line code defined in the first field automatically in front. You must not activate **Add** if the external line code is already taken into account in the call number field of the global phone book.

Example:

All call numbers of the global phone book are stored with the area code but without external line code. All external call numbers start with the digit 0.

Add 0 with external line code

Dialing the number 089/6290-7777 of the global phone book results in dialing the call number 0089/6290-7777.

Replace

This field makes it possible to route the character "+", used in many databases for international dialing, to a dialable call number.

Example:

Replace + with 000

Dialing the number +33023349 (for France) of the global phone book results in dialing the call number 00033023349.

Add ext. line code to numbers with more digits than

This function makes it possible to put the external line code in front if the number exceeds a certain number of digits.

Example:

Add ext. line code to numbers with more digits than 4

Your internal call numbers are four digits long and stored in the global phone book. The external call numbers do not have an external line code. The external line code 0 is now added to all call numbers longer than four digits.

Dialing the number 75050 of the global phone book results in dialing the call number 075050 (local call).

Initiate the **Automatic call number mapping** function.

You can easily check the result of your inputs in the **Dial** dialog.

1. Click the icon.

Use the search field to find a certain entry in the global phone book. Select the entry and then check the routed call number in the call number field. The call number mapping must have run after you finished making your settings.

You can make calls as usual while the call number mapping is running but you cannot close the application or access the **Properties**. The status display informs you that the call numbers are being mapped. For further information double-click the note in the status display. The call number mapping does not affect the local phone book, call numbers in the Journal or manually entered call numbers.

Status of the call number mapping

You can see whether a call number mapping was already run for your current global phone book.

Automatic call number mapping

After you installed **Com4Tel B5**, the automatic call number mapping is enabled, that is you are reminded to run the call number mapping again each fortnight. This is necessary if you are using a central database that is maintained and thus

changed permanently as global database. You have to run the call number mapping if **Com4Tel B5** is to identify a subscriber after his record was changed.

Edit

The interval between automatic call number mappings or reminders can be set between 1 and 100 days. Set an interval.

If Automatic call number mapping is active, a selection field is displayed in the dialog asking you whether you want to run the mapping. You can disable this dialog. The option is enabled again if you confirm the dialog for setting the call number mapping with **ok**

Operating Com4Tel B5

Overview: Operation

This topic introduces you to operating **Com4Tel B5**. You learn how to start the application, answer calls, edit keys, use the phone book and other functions.

This topic does not list or explain all possible telephony functions. For further information about special telephony functions like e.g. conference, please refer to the operating instructions of your terminal. The operation is the same for **Com4Tel B5**.

Starting Com4Tel B5

You have to start the application before you can use **Com4Tel B5**.

Prerequisites

The following prerequisites must be met if you want to use **Com4Tel B5**.

- **Com4Tel B5** must be installed and configured
- The CTI conneCTIon server must be running
- The PBX must be running
- Your terminal must be operational

Starting

Proceed as follows to start the **Com4Tel B5** application.

1. Click the **Start** button in the task bar.
2. Point to **Programs**.
3. Point to **Com4Tel**.
4. Click **Com4Tel**. The application is started.

Working with Com4Tel B5

We recommend that you at least display the Main dialog to work with **Com4Tel B5**.

1. Click the icon in the task bar with the right mouse button.
2. Click **Main dialog**. The Main dialog opens.

Terminal phone book

You can only use theses functions with a T1 terminal.

This dialog opens if you switch from 3rd party to 1st party. You can add the phone book data to the local database. Click the **Load terminal phone book** button to do so.

If you do not want the **Terminal Phone Book** dialog to open after the next start of **Com4Tel B5**, click the check box and confirm with **OK**.

What if Com4Tel B5 is not working?

You hear three "beeps" when you start Com4Tel

Check the configured COM port. Make sure that the AEI adapter is connected to terminal and PC, no other program or dongle is using the COMpPort, Y protocol is set for the AEI interface.

You get the message that no standard mail client exists when you start Com4Tel

Microsoft Outlook was not fully installed. The responsible registry entry reads: HKEY_Local_Machine/SOFTWARE/Windows/CurentVersion/Setup/OptionalComponents/MAPI/installed=1

Set this value to 0 if Microsoft Outlook is not you standard mail program.

You get the message that no server for assigning licenses was found when you start Com4Tel

Check whether the License server has the necessary licenses.

Make sure that the License server and Com4Tel have matching dates and times. If there is a difference of more than 24 hours licenses are denied.

If **Com4Tel B5** is still not working consult your system administrator.

You can use your terminal as usual even if **Com4Tel B5** is not running.

Making calls as usual

You can make calls with **Com4Tel B5** like with any standard telephone. You can use your terminal and **Com4Tel B5** at the same time.

Calling

There are different ways to call a subscriber.

Calling if you know the call number

You know the subscriber's call number.

1. Click . The **Dial Subscriber** dialog opens.
2. Enter the call number in the right field.
3. Press **ENTER** or click the button. The subscriber is called.

Calling a partner or destination

You want to call a partner or destination.

1. Click the subscriber key in the partner or destination window. The subscriber is called.

Calling if you do not know the call number

You want to call a subscriber but do not know the call number.

1. Click . The **Dial Subscriber** dialog opens.
2. Enter the name in the **Search string** field. The global or local phone book is opened and the name displayed.
3. Select the entry and click the button or double-click the entry.

Answering a call

You are called.

1. Press **ENTER** or click to answer the call.

Pick-up

You can answer calls for other subscribers of your PBX with your terminal. To pick up the call with your terminal you have to enter the call number of the called subscriber in the **Call number** field. There are different ways to do this.

You have the following possibilities to enter the call number.

Manually

1. Enter the digits with the PC keyboard.

Phone book

1. Click .
2. Select the entry.
3. Double-click the selected entry.

Dial Subscriber

1. Click .
2. Select the entry
3. Double-click the selected entry.

Journal

1. Click .
2. Select the entry.
3. Double-click the selected entry.

With **OK** you pick up the call to the other subscriber. The call is signaled at your terminal and you can answer it.

Call forwarding

You can forward calls to other subscribers of your PBX. Use the respective icon in the connection window when a call comes in. Enter the call number of the subscriber you want to forward the call to in the **Call number** field of the **Call Forwarding** dialog. There are different ways to do this.

You have the following possibilities to enter the call number.

Manually

1. Enter the digits with the PC keyboard.

Phone book

1. Click .
2. Select the entry.
3. Double-click the selected entry.

Dial Subscriber

1. Click .
2. Select the entry
3. Double-click the selected entry.

Journal

1. Click .
2. Select the entry.
3. Double-click the selected entry.

With **OK** the call is forwarded to the other subscriber.

Dial Subscriber

Enter a last name or call number in the **Search string** field and if necessary switch the phone book you want to search.

If an e-mail address book is installed on your PC you can also search the e-mail address book. Select e-mail address book and then activate **Open e-mail address book**.

If there are several call numbers for a subscriber in the local or global phone book, the different call numbers are offered according to their priorities.

The number of call numbers is limited to three for the local phone book. In the global phone book the number of possible call numbers per subscriber is not limited. If there are more than four call numbers for a subscriber you can access further call numbers via the selection box in the lowest call number field.

Entered search strings are saved. You can have the last entries displayed and directly select a search strings.

Searching

New subscriber

You can directly add a new subscriber to the phone book.

Properties

Click an entry with the right mouse button to display the properties for this entry.

You have the following possibilities to initiate dialing.

1. Enter name or call number as search string.
2. Click an entry. The configured call numbers are entered in the respective call number fields.
3. Click a call number to initiate dialing.

or

1. Double-click an entry. The configured call numbers are entered in the respective call number fields and the first number is dialed.

or

1. Enter the call number directly in the call number field and click the icon.

You can shorten the search time if you enter several letters or numbers and finish the input with **ENTER**.

The title bars match the local or global phone book.

Journal

The tabs of the Journal have the following tasks.

Journal

All incoming and outgoing calls are listed.

Calls

Calls you did not answer are listed in this call list. As soon as a successful connection to an entered number could be established, the entry is deleted automatically from the call list.

When you start **Com4Tel B5** this call list is synchronized with the call list of the terminal, i.e. missing entries are added. For further information please refer to Synchronizing the call list.

Call charge

All outgoing calls subject to call charges are listed.

Redial

All initiated calls are listed no matter if your call was successful or not.

Conversations

All conversations are listed no matter if you called or were called.

To-do

The To-do list is not edited automatically.

If you want to add unanswered calls to this list automatically select the corresponding option under **To-do list**.

If you select to have unanswered calls added the To-do list it is identical with the call list.

Add the call numbers of calls you need to make to the To-do list and you get a list of all calls you still have to take care of. A time when you want to make the call can be assigned to each entry of the To-do list. As soon as the time set is reached you are reminded of the call with the **Call Back Subscriber** dialog. If a call from the To-do list was successfully made the entry is automatically deleted.

A special **Com4Tel B5** feature is the possibility to automatically process the To-do list. However, only entries without a defined call time are taken into account.

In/Out

After the installation incoming calls are marked with **in** and outgoing calls with **out**. For successful calls the call direction is green for unsuccessful calls red. You can select other symbols for incoming and outgoing calls under **Design**.

1. Click . The Journal opens. The tab used last is displayed.
2. Click . The Journal opens. The **Redial** tab is active.
3. Click and select **Journal** from the list. The Journal is opened and the tab used last is displayed.

New call list entry

The Journal opens. The **Calls** tab is active.

Automatic monitoring is enabled for the Journal after the installation. If the Journal contains more than 250 entries you are told so the next time you start the application. You can set the corresponding parameters under Journal monitoring.

Edit

Select an entry in the active list (column: **Name**), before you open the context menu.

The commands of the context menu vary depending on the active list. All possible commands of the context menu are listed below.

Command	**Explanation**
Dial	Select an entry and initiate dialing.
Process To-do	The entries of the To-do list without assigned call times are dialed successively. You can cancel this process any time.
Select all	Select this command if you want to initiate an action that is to affect all entries of a list, e.g. print list.
Delete	You can delete entries of the different lists. If you delete an entry in the Journal it is automatically deleted in the other lists as well. You can make a backup copy. The deleted Journal data, separated with semi colons, is then saved to the file **C4TSAVE.TXT** in the **Com4Tel B5** folder. Deleting data in a list except the Journal affects only the respective list!
Add: to To-do/ to local phone book/ as destination	The entries of different lists can be added. A subscriber can be added e.g. to the local phone book, the To-do list or a destination key.
Print...	The selected entries of the active list are printed. If you want to print the whole list you have to select all entries of the list first. It is advisable to select landscape as paper size to make sure all columns of a list can be printed.
Single entries	Several calls by one subscriber are summarized or shown individually. This command can be activated in lists with a **Number** column. In the Charge list the charges for every single call are shown.
Summarized entries	Several calls by one subscriber are summarized or shown individually. This command can be activated in lists with a **Number** column In the Charges list the charge for all calls with the same subscriber are shown.
Call time	The **Number** tab is active.
Properties	You can make a note regarding an entry in every list. You can only enter call times in the To-do list.
Export	You can export Journal entries. Edit the fields of the Journal under **Column Selection**. Columns are separated with semi colons. The exported table with this format can be processed with other applications e.g. Excel. The selected Journal entries are exported to a text file (*.txt).

Phone book

A local phone book is created when you install **Com4Tel B5**. This phone book contains the system folders **Partners**, **Destinations** and **All**.

You can neither rename nor delete system folders created during the installation in the phone book dialog. You can create and edit additional folders.

After the installation the system folder **Partners** contains the partner data. Subscribers saved to destination keys are automatically filed in the **Destinations** system folder. The **All** system folder contains all entries of the phone book. You can also integrate other databases, e.g. MS Access or databases to be connected via ODBC, with **Com4Tel B5**. Please run a database setup. You configure a database as global phone book with the setup. Please note the important differences between local and global phone book.

Partners are only displayed if provided by the PBX (1st party) or the CTI server (3rd party).

You can search for and edit subscribers in the phone book dialogs. You can also initiate calling a selected subscriber.

To search for an entry select the column you want to search, e.g. Name under **Find**. Then select the folder you want to search. Select the system folder **All** if you want to search the whole phone book.

Enter a search term. As soon as you select a subscriber's entry you can edit the respective data or initiate a call. You are provided with a tool bar and the context menu for editing. The table below lists all possible icons and actions.

Function	Icon	Action
Higher folder		Switches to the higher folder.
New	or	You create a new phone book entry or folder.
Dial		Select an entry and initiate dialing. All entries defined as call numbers are offered.
Cut		Select and cut an entry.
Copy		Select and copy and entry to the clipboard.
Paste		Paste an entry from the clipboard.
Delete		Select and delete a folder or phone book entry.
Properties		Select a phone book entry and display the corresponding data.
Tool bars		Hide or display the tool bars.

If you enter a letter in the search field and a matching entry cannot be found in the folder **no** entries are displayed. Delete the letter and the list is displayed.

Call diversion

Activating a call diversion

You can divert calls to other extensions. Select the tab.

Meanings of the tabs

to:

Calls are always diverted to the entered call number.

When busy:

Calls are diverted if your terminal is busy and incoming calls can be directly forwarded.

Enter a number the calls are to be forwarded to and confirm with **Enable**. There are several ways to enter the call number.

You have the following possibilities to enter the call number.

Manually

1. Enter the digits with the PC keyboard.

Phone book

1. Click .
2. Select the entry.
3. Double-click the selected entry.

Dial Subscriber

1. Click .
2. Select the entry
3. Double-click the selected entry.

Journal

1. Click .
2. Select the entry.
3. Double-click the selected entry.

With **Enable** you initiate the call diversion. The status display shows the diversion destination.

Entered call numbers are saved. You can have the last entries displayed and directly select a call number.

Canceling the call diversion

Click the icon.

You cancel the call diversion with **Disable**.

Call to a subscriber with activated call diversion

If you call a subscriber with an activated call diversion the connection window tells you so. You can decide whether you want to have your call transferred to the diversion destination or not. (This feature must be enabled for your extension!)

Activate the transfer with .

Connection windows

Connection windows provide information about the state of the connection and the connected party. They also offer further editing possibilities. Depending on the sate of the connection, the tool bar offers different icons you can use to process or end your call with a mouse click. The icons of the connection window allow fast access to important functions. If you do not know the meaning of an

icon let the mouse pointer rest on the icon for a few seconds. The tool tip for the icon opens.

After the installation, **Com4Tel B5** is configured to open a connection window when a line is seized or a call comes in.

For incoming calls first the local then the global phone book are searched for an entry matching the call number. If an entry is found it is displayed. If no entry is found the information of the terminal, if provided, is used.

You can move connection windows. Position them as you see fit. The windows open at the same positions when you start **Com4Tel B5** again.

You can enlarge a connection window horizontally. Position the mouse pointer on the left or right border of the window and use the mouse button to enlarge the window. You can now make e.g. long names fully visible.

To take notes during a call click the icon.

These subscriber-specific notes are automatically saved at the end of the call. If you take a note for a subscriber that is not yet part of the phone book the subscriber is added to the local phone book and you can edit the note anytime with the **New subscriber for the local phone book** dialog.

If **Com4Tel B5** does not get any information about name or call number of your connected party, you can still take a note. This note is then saved in the local phone book under **Notes**

If you activated the dial bar in the connection window dialing is initiated as soon as you enter a number. Disable the dial bar if you do not want to initiate dialing right away but if you want to open the **Dial Subscriber** dialog first and search for a number.

Clearing a connection

You can clear a connection anytime.

1. Click to clear a connection.

Editing the key field

You can edit the keys of the key field and the extended key field. You can configure destinations or partners, position and delete keys.

What are destinations?

Destinations are call numbers (external) you often use and configure on destination keys.

The call number is dialed automatically when you click the respective destination key.

What are partners?

Partner keys signal the switching state of a certain subscriber.

Only a subscriber of your PBX can be a partner.

You can select any configured partner.

Click a key to call the partner.

Properties of a key

You can edit the properties, i.e. name and call number, of a key. You can only edit the name of partner keys.

Name

You can use alphanumeric characters for the name. Keep in mind that the key space for the name is limited. It is possible that only part of the name is displayed.

Call number

You can enter 25 digits maximum for the call number. You can also use special characters (#,*).

Configuring a destination

You want to configure a destination.

1. Click the destination window with the right mouse button. A context menu opens.
2. Select **New**. The **New subscriber for the local phone book** dialog opens.
3. Enter name and call number.
4. Click **OK** to save your settings. The key shows the name.

Configuring a partner

You want to configure a partner.

1. Click a partner key with the right mouse button. A context menu opens.
2. Click **Select**. Select a partner in the **partner** window.
3. Click **Finish** to save your settings.

Editing the properties of a key

You want to change the properties of a key.

1. Click the key with the right mouse button. A context menu opens.
2. Select **Properties**. The **Properties** dialog opens.
3. Edit the properties.
4. Click **OK** to save your settings. The key shows the name.

Order of the destination keys

You want to change the order of the keys in the destination window.

1. Click the key with the right mouse button. A context menu opens.
2. Select **Order...**. The **Order of Destinations** dialog opens. The dialog shows the current key field.
3. You can change the order of the destinations with the arrow keys.
4. Click **Finish** to save your settings.

Deleting a destination key

You want to delete a configured key.

1. Click the key with the right mouse button. A context menu opens.
2. Select **Delete**. The key is deleted.

Renaming a partner

You can rename a partner. You cannot edit the call number.

You want to rename a partner.

1. Click the key with the right mouse button. A context menu opens.
2. Select **Properties**. The **Properties** dialog opens.
3. Edit name and first name.
4. Click **OK** to save your settings.

Changing name and call number of a destination

You want to change name and call number of a destination.

1. Click the key with the right mouse button. A context menu opens.
2. Select **Properties**. The **Properties** dialog opens.
3. Edit name, first name and call number.
4. Click **OK** to save your settings.

Using the phone book

The phone book makes it possible to search and call a subscriber conveniently.

Properties and functions of the Phone book dialog

The following table shows the properties and functions of the Phone book dialog.

Function	Icon	Action
Higher folder		Switches to the higher folder.
New	or	You create a new phone book entry or folder.
Dial		Select an entry and initiate dialing. All entries defined as call numbers are offered.
Cut		Select and cut an entry.
Copy		Select and copy and entry to the clipboard.
Paste		Paste an entry from the clipboard.
Delete		Select and delete a folder or phone book entry.

Properties		Select a phone book entry and display the corresponding data.
tool bars		Hide or display the tool bars.

Which phone books can you use?

The following table shows the differences between the phone books.

Phone book	Name of column	Edit
Local phone book	The names of columns are fixed.	You can edit the local phone book and add entries of the global phone book.
Global phone book	The names of columns can be configured with the setup.	For security reasons the access to the global phone book is read-only.

Which information does the phone list show?

The phone book information is presented in so-called phone lists. The columns of the phone list for the **local phone book** are listed below.

- Name
- First name
- Short info
- Call number
- Prefix
- 2nd call number
- 2nd prefix
- 3rd call number
- 3rd prefix
- same prefix
- E-mail address
- Notes
- AutoStartFile

The columns of the phone list for the **global phone book** are listed below.

- Name
- Telephone
- Address
- Location
- Building
- Room

If you enter a search string the phone list shows the matching records.

Searching for and calling a subscriber with the global phone book

You can conveniently search the phone book for a subscriber. The input is not case-sensitive.

You are e.g. looking for an employee at a certain location.

1. Click . The phone book opens.
2. Click global phone book. The view changes.
3. Select the search string **Location** in the **in column** selection field.
4. Enter the location in the **Search string** field. Matching data records are searched. If the database is large and the search string rather unspecific the search might take a few seconds.
5. Double-click the entry or open the context menu with the right mouse button to call the subscriber.

Using an entry of the global phone book as destination

You can use an entry of the global phone book as destination.

1. Click the entry in the phone book with the right mouse button. A context menu opens.
2. Select **Add as destination**.
3. A new key is assigned the destination.

Opening the help

The **Com4Tel B5** application offers a Help function. You can search the help texts for a certain topic.

Opening the Help contents

You want to read the contents of the Online help.

1. Click **?** in the tool bar. The Online help opens.

or

1. Click the title bar with the right mouse button. A context menu opens
2. Select **Help**. The Online help opens.

At any point, **F1** opens the context-sensitive help.

Searching for information

Use the help index or search the whole text if you are looking for a certain term or information.

Displaying information about Com4Tel B5

You can have information about **Com4Tel B5** displayed.

Which information can you get?

The **About Com4Tel B5** shows copyright information and the name you entered during the installation.

Displaying the information

You need information about the **Com4Tel B5** application. The Main dialog must be open.

1. Click the tool bar with the right mouse button. A context menu opens.
2. Click **About Com4Tel**. The information is displayed.
3. Click to close the dialog.

Glossary

AEI

AEI stands for Additional Equipment Interface. The interface is standardized according to ETSI and describes connectors, levels and protocols. The AEI is used to connect devices (e.g. a PC) to telephone terminals.

conneCTIon

conneCTIon stands for an interface connection between telephony and data world. CTI stands for Computer Telephony Integration.

ODBC

ODBC stands for Open Database Connectivity. ODBC is an interface for accessing the data of relational and non-relational database systems.

PBX

PBX stands for Private Branch Exchange. **Com4Tel B5** can be operated with the Tenovis systems **I3/I5**, **I33/I55** and **IPS**. PBXs of other manufacturers may be integrated in the framework of a project.

PC

PC stands for Personal Computer.

TAPI

TAPI stands for Telephony Application Programming Interface. The TAPI is a standardized protocol. It is used for linking telephony applications running under Windows™ with telecommunications devices.

TSP

TSP stands for Telephony Service Provider. A TSP is a driver used to match communication devices or systems used with the TAPI.

Index

1st party 6
3rd party 6, 31
About 16
Add-in 20
Answer 46
Automatic call number mapping 42
Basic knowledge 4
Call charge factor 15
Call diversion 50
Call forwarding 46
Call list 21
Call number 45, 53, 54
call number mapping 41
Call number mapping 40
Calling 45
Canonic format 17
Clear 52
Components 23
Connection settings 35
Connection window 51
Delete 54
Design 39
Destination 53
Destination key 53
Destinations 26, 52
Edition 1
Forms 39
Help 16, 56
Information 1
Journal 33, 48
Journal monitoring 34
Key field 53
Main dialog 24
MS Word 19
Operating possibilities 5
Paper 2
Partner 28, 45, 52, 53
partner display 21
Partner display 36
Partners 45
PC 2
phone book 32, 50
Phone book 10, 44, 54, 55, 56
Phone list 55
Pick-up 46
PIN 15
Prerequisites for printing 2
Printed operating instructions 2
Printing 2, 14
Properties 34, 53
Redial 48
Rename 54
Routing 36
Selection dialog 15
Starting 44
State of partner 31
Status display 24
Structure 1
Subscriber 45, 52, 54, 56
System requirements PBX 8
System requirements PC 8
TAPI 2.1 17
Timed redial 35
To-do list 34
tool bar 8
Tool bars 37
Update 15
Voice mail 37